[Redbus](): It's a bus ticketing platform with global presence it 6 countries.

I am using the web app for doing the heuristic evaluation.

The guidelines are taken from [this]() article.

Heuristic Rating:

Excellent: 3, Good: 5 ; Average: 2; Bad: 0

Severity rating:

0 - don't agree that this is a usability problem

1 - cosmetic problem

2 - minor usability problem

3 - major usability problem; important to fix

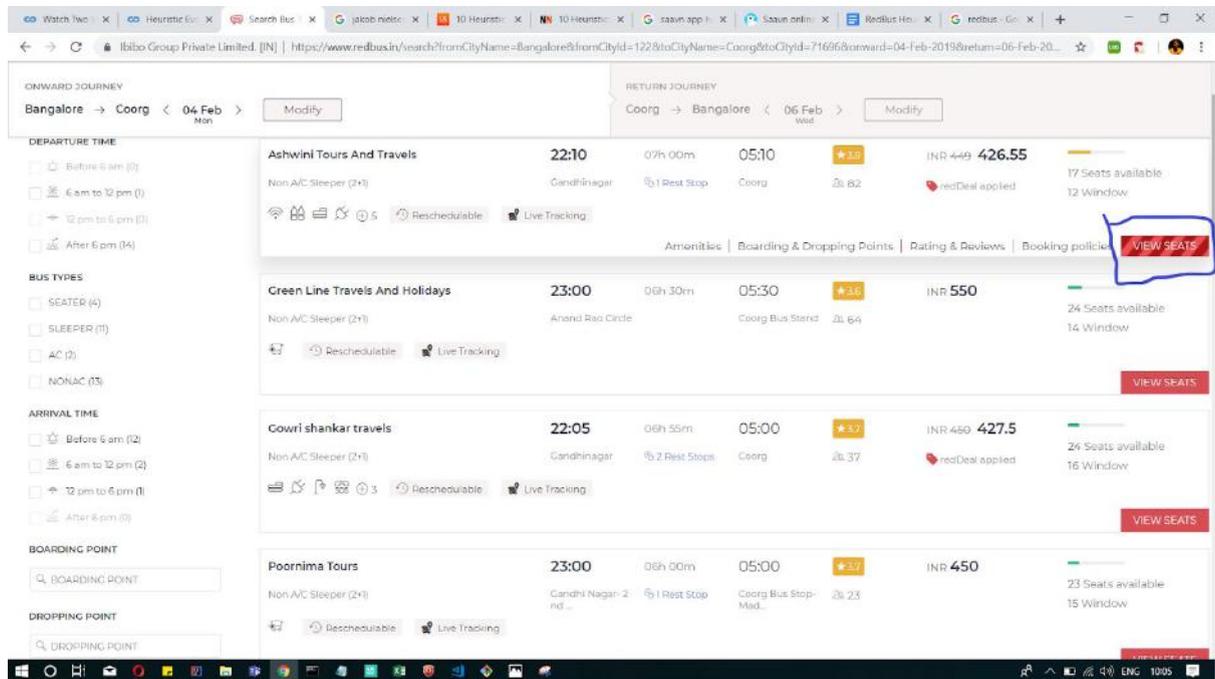4 - usability catastrophe; imperative to fix

1) Visibility of system status

Guideline: The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

Heuristic Rating: Good

Description: It does a good job at keeping informed about the system status.
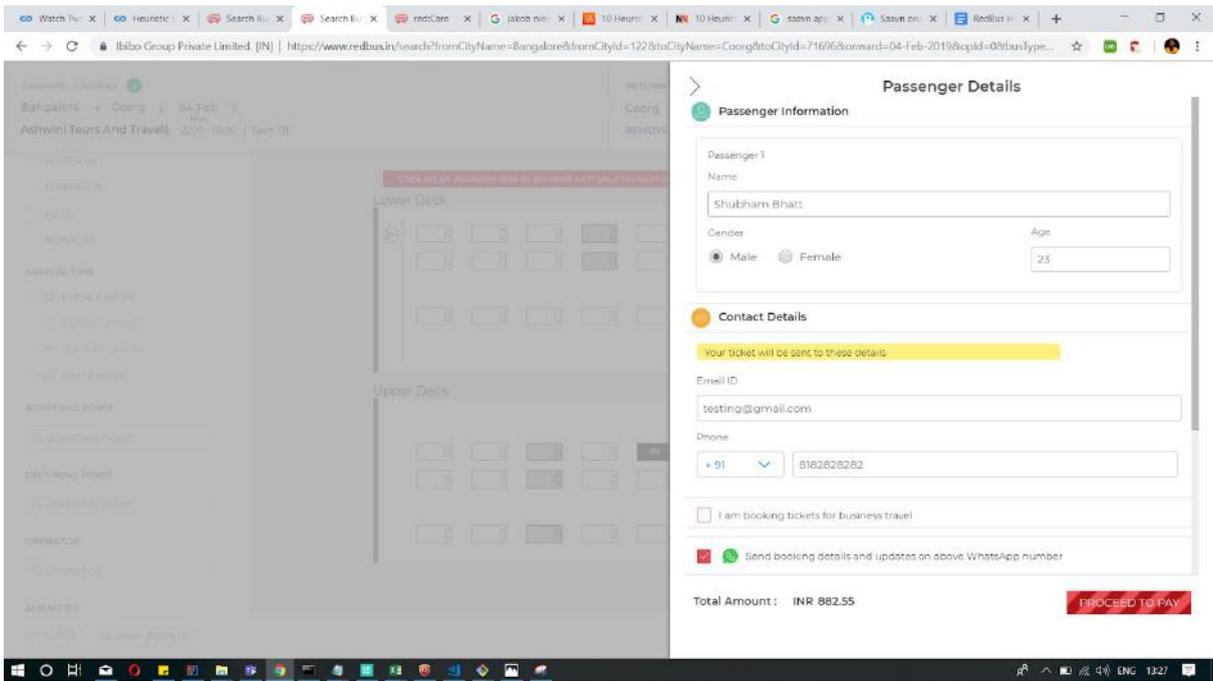
Shows Status that the work is in progress.

However, one very prominent issue is found:

Issue: Once you have clicked on the "Proceed to Pay" button, and then you click anywhere in the backdrop, the sidebar goes away and no system status signal is shown to the user.
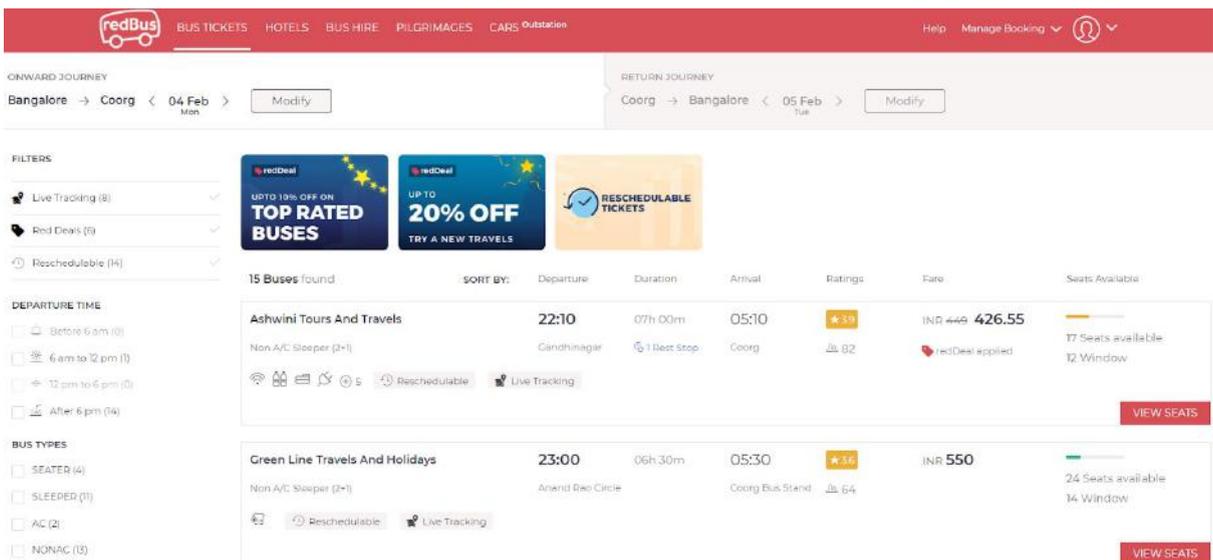
Only when the processing is completed, the user is navigated to the payments page.

Severity Rating: 3

2) Match between system and world

Guideline: The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms.

Heuristic Rating: Good

Description: Makes use of the real world vocabulary like departure, arrival, fare and return journey to make the system comprehensive without cognitive load.

3) User control and freedom

Guideline: Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

Heuristic Rating: Good

Description: It gives the freedom to modify your journey details even in the search buses screen which is quite good.

However, I found some issues here and there:

1. sort by filters:

No visual cue that you can sort as well.

Description: There is no visual cue that shows that you can sort these columns as well. But once you click on it, it gets sorted and then displays the sort icons.
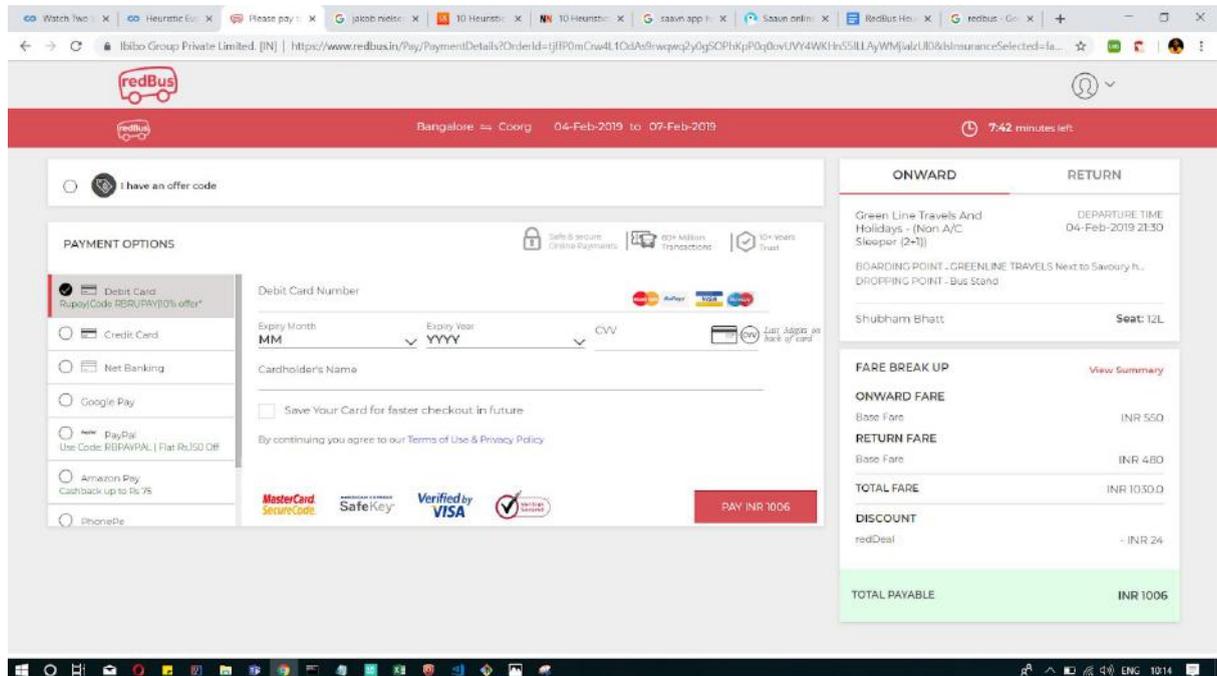
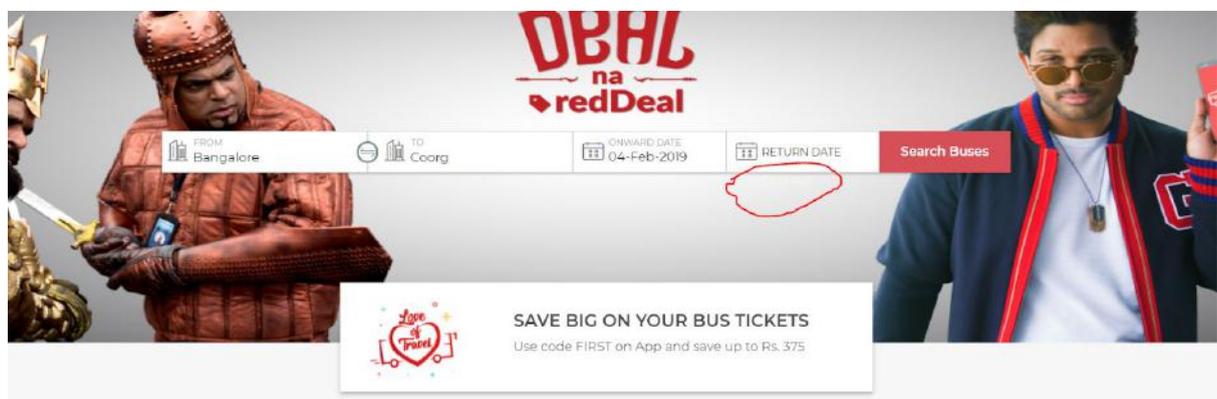**Severity Rating: 2**

2) No Edit option at the time of purchase:

At the time of making the purchase what if I want to edit my journey details or change the seat number. There is no provision of that.

Severity Rating: 3

3) "Optional" text is not visible:

Severity Rating: 2

4) Consistency and standards

Guideline: Users should not have to wonder whether different words, situations, or actions mean the same thing.

5) Error prevention

Guideline: Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Present users with a confirmation option before they commit to the action.

Heuristic Rating: Good

Description: Tells you beforehand that you cannot reschedule your trip if you are booking a return trip. So, the user can take that into consideration while booking the ticket.
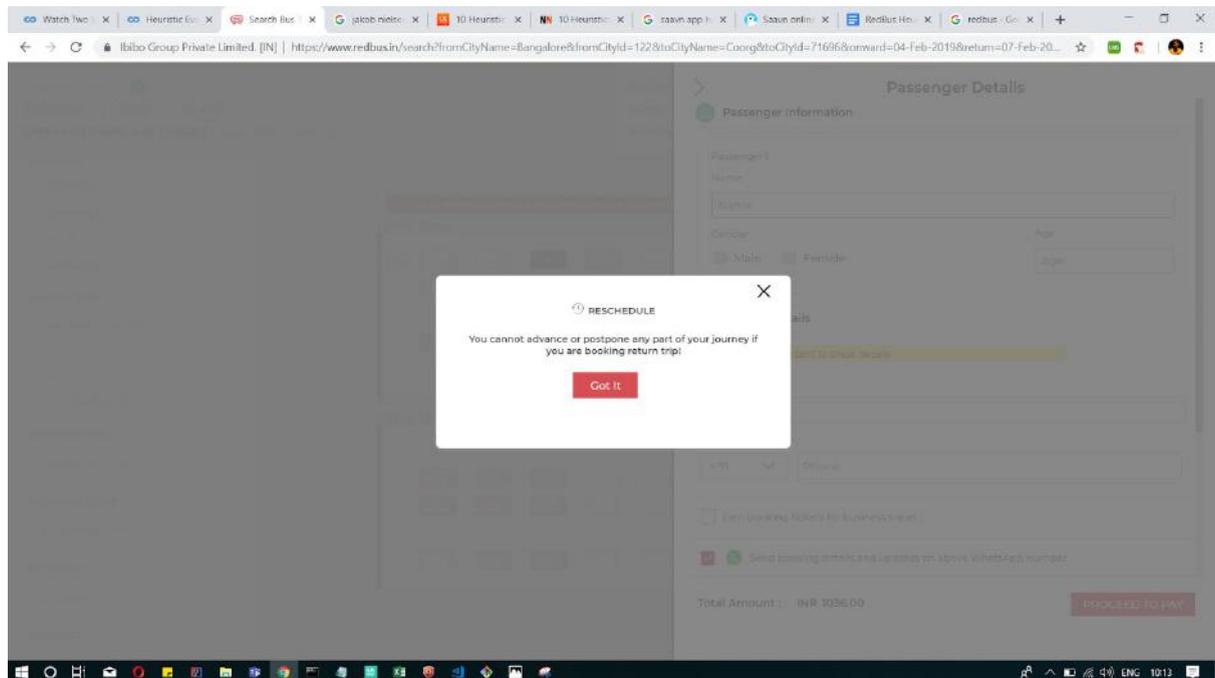
6) Recognition rather than recall

Guideline: Minimize the user's memory load by making objects, actions, and options visible. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

7) Flexibility and efficiency of use

Guideline: Accelerators — unseen by the novice user — may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users.

Heuristic Rating: Average

Description: There are no predefined search criterias, neither any defaults.

8) Aesthetic and minimalist design

Guideline: Dialogues should not contain information which is irrelevant or rarely needed.

Heuristic Rating: Excellent

Description: No irrelevant information like popup ads and banners are found.

9) Help users recognize, diagnose, and recover from errors

Guideline: Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.

Heuristic Rating: Good

Description: Though it has proper validations but it could be more guiding like in this particular case it could be "enter proper city name within India".

10) Help and documentation

Guideline: Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.

Heuristic Rating: Good

Description: Proper Help section within the app is there.

Issue:

The context to this is missing.

Description: On clicking on it, I found out that that it is the deal section where you can select the deals. But no context is provided as in one header stating that it's a deals section would have sufficed.

Severity Number: 2

Disclaimer: I am in no way associated with RedBus and these are my personal observations and I might be wrong and this is for educational purposes only.